Web Access Client VPAT
Virtual Infrastructure Web Access

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VPAT

Product: Virtual Infrastructure Web Access
Components covered: Web Access client, Console control, help pages viewed via the "Help" link, and <u>Virtual Infrastructure Web Access Administrator's Guide</u> (pdf).
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Summary of Voluntary Product Accessibility Template		
Criteria	*Supporting Features*	*Remarks and Explanations*
Section 1194.21 Software Applications and Operating Systems	Supports with Exceptions	This is applicable to the Console control that is part of the Web Access client. Please reference the attached 1194.21 VPAT.
Section 1194.22 Web-based Internet Information and Applications	Supports with Exceptions	Web Access client is a web application. Please reference the attached 1194.22 VPAT.
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multimedia Products	Not Applicable	
Section 1194.25 Self-contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Supports with Exceptions	Please reference the included 1194.21, 1194.22 and 1194.31 sections.
Section 1194.41 Information, Documentation and Support	Supports	Please reference the included 1194.41 section.

Supporting Features (second column on VPAT)	
Supports	Use this language when you determine the product fully meets the letter and intent of the Criteria.
Supports with Exceptions	Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.

Supports through Equivalent Facilitation	Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria.
Supports when combined with Compatible AT	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).
Does not Support	Use this language when you determine the product does not meet the letter or intent of the Criteria.
Not Applicable	Use this language when you determine that the Criteria do not apply to the specific product.
Not Applicable - Fundamental Alteration Exception Applies	Use this language when you determine a Fundamental Alteration of the product would be required to meet the Criteria (see the access board standards for the definition of "fundamental alteration").

1194.22 Web-based Internet information and applications

Criteria	*Supporting Features*	*Remarks and explanations*
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with Exceptions	Many images do not have alt attributes. A few images have Title attributes, but not alt attributes, which are required. Examples of images with missing alt attributes: * Previous and Next links for tabular displays such as Events. * Spacer.png images. Images in the Virtual Infrastructure Web Access Administrator's Guide (pdf) also do not have alt text.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Multimedia is not used in the Web Access Client.
(c) Web pages shall be designed so that all information conveyed with color is also available without color,	Supports with Exceptions	The selected tab is color coded to indicate selection. Otherwise, color is not used as a sole means of

for example from context or markup.		conveying information in Web Access Client.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with Exceptions	Style sheets are used to hide and display items at appropriate times. When style sheets are disabled or not supported, the web page contains extra items. Otherwise it is still usable.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Server-side image maps are not used.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not applicable	Client-side image maps are not used.
(g) Row and column headers shall be identified for data tables.	Supports with Exceptions	Column headers are identified in tables such as the summary table on the opening main screen. However, row headers are not identified for information tables such as the hardware inventory table of a virtual machine. Note that the tables are still readable by a screen reader without the identification.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not Applicable	Data tables with two or more logical levels are not used.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports with Exceptions	Most frames lack Title attributes to identify them. Screen readers do read the *Name* attribute of the frames, which is helpful for some frames, but some frames have cryptic or no Names. The About window is an example of an IFrame having a good Title attribute.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	Pages do not cause flickering in the prohibited range.
(k) A text-only page, with equivalent	Not	The Web Access Client can be

information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Applicable	accessible by using accessible web practices.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Does not Support	Interface elements that are clickable, such as the menus "Web Access," "View" and "Virtual Machine" do not have text or other indication to alert screen reader users that they are activatable and should be used to complete a function. In addition, these interface elements are not keyboard accessible.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Does not Support	Requires Active-X control to be installed. No link given, only commands to allow for installation
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Does not Support	Association of text labels to form input controls via explicit labeling is missing. For example, the Login screen has no explicit labeling. Another example is the Add Hardware Wizard to add a new hard disk, Label tags do exist for the text describing the radio buttons, however, the *For* attribute is not present to link the label to each radio button. In these instances, screen readers are associating text labels for the input controls based on proximity, which is working but not guaranteed to work.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Frames allow for links to be skipped by the user using the browser's frame navigation features.
(p) When a timed response is required, the user shall be alerted	Not Applicable	A timed response is not required.

and given sufficient time to indicate more time is required.		

1194.21 Software Applications and Operating Systems

Criteria	*Supporting Features*	*Remarks and explanations*
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports with Exceptions	Most controls are accessible and executable via keyboard with the exception of the menu items "Web Access," "View" and "Virtual Machine". These are located in the upper right hand corner of the browser based interface. In addition, when the console is activated, the "Tab" key is used to refresh the information viewed within the console by calling "javascript:clickTab('vm_tab_events')"
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	Tested using the screen magnification built into the Windows XP operating system. Software did not over ride the AT functionality and the software operated as designed while using the AT feature.
. (c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports	Item in focus is circled with a dashed rectangle.
(d) Sufficient information about a user interface element including the	Supports	All UI elements are labeled and focus in identified clearly. ALT text is used

identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.		on all images representing controls or further information.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	Tool Buttons are well labeled
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	All textual information is properly displayed by the OS (Windows XP Professional) with cursers and carets plainly and easily recognizable.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	Using Windows XP Professional, display properties were able to be adjusted without affecting the software functionality. Conversely, the software had no adverse affects on the display properties as set within the OS.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	No animation is displayed
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	No color coding is used
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	Options not available
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and	Supports	

lower than 55 Hz.		
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Not Applicable	No Forms Found

1194.31 Functional performance criteria

Criteria	*Supporting Features*	*Remarks and explanations*
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for assistive technology used by people who are blind or visually impaired shall be provided.	Supports with Exceptions	Assistive technology (screen readers) can be used with the Virtual Infrastructure Web Access Client. Please reference 1194.22 for specific exceptions that limit accessibility.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.	Supports	Screen magnification assistive technology can be used.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.	Supports	The Virtual Infrastructure Web Access client does not require user hearing.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not Applicable	

(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Supports	User speech is not required to use Virtual Infrastructure Web Access.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports with Exceptions	Some items such as menus are not keyboard accessible.

1194.41 Information, Documentation and Support -Detail

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports with Exceptions	Product documentation is available in multiple formats including HTML and PDF. The HTML content available through the Help link in the Web Access client is accessible. The <u>Virtual Infrastructure Web Access Administrator's Guide</u> (PDF) does have some tags missing such as alt attributes, which affects the overall accessibility and makes it more difficult to read and understand for screen reader users.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support is available online and via telephone. Deaf or hard of hearing users can use the national relay service to converse with VMware representatives.